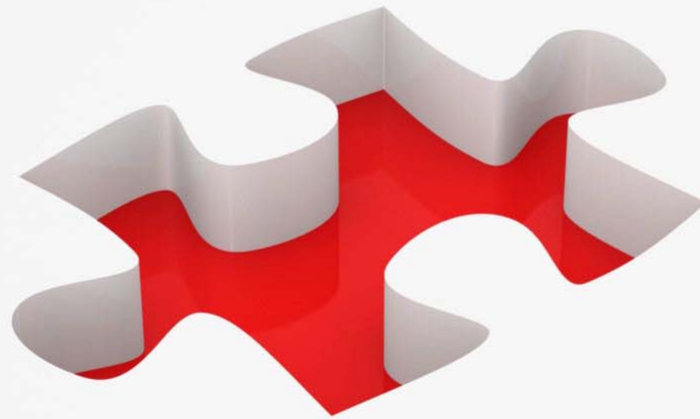


Whanau Ora & Harakeke IMAP Model

Te Puna PHO

Friday, 27th August 2010, South Auckland



WHANAU ORA MODEL





Our Whakatauki & Values

- He aha te mea nui? He tangata, he tangata, he tangata
- He aha te huarahi I runga I te TIKA, te PONO, me te AROHA
- TIKA – the agreed pathway is a shared understanding and vision, to support clients, internal/allied colleagues and our organisations to achieve maximum potential with equity.
- PONO – our decisions are underpinned by, and made with, integrity
- AROHA – compassion to care enough for those affected by inequalities and to challenge comfort zones in an effort to make a healthy difference for the population we are funded to serve.





Individual Management Action Plan
(I can MAP my way out of this with help)

Interdisciplinary Management Action Plan
(Workforce Development/Organisational Practice)

Integrated Management Action Plan
(Strengthen external relationships, community development, strong business practices and governance)

Te Kohu Kahukura Supreme Award

- IMAP is a nationally recognized and endorsed model.
- In 2004, the IMAP Model was recognized as an innovative service aimed at improving Whānau Ora. Te Puna Hauora was awarded the **Te Kohu Kahukura** (Supreme Award) at the inaugural Ministry of Health Whānau Ora Awards and also won the **Whānau Kaupapa** Award category.
- Te Puna Hauora was a joint winner with Ngati Porou as top performing providers in the country.



WHANAU ORA WORKFORCE DEVELOPMENT



The Connected Mana Model


- The successful transformational journey of an individual/whanau is entered into by a co-ordinated team combining skills to support a positive outcome.
- The make-up of the Team, who must be INVITED on the journey, depends on the Whanau story which is captured by a skilled assessor.
- Interventions are prioritised on agreement between a Kaimahi/Kaiarahi (CSW trained in mentoring and individual/whanau).
- The experience of the journey infects and transforms the attitude and practices within the workforce because they joint the whanau in weaving the pathway to a successful outcome.
- The gains are mutual; the workforce is upskilled and become experienced practitioners of the Connected Mana Model, and the whanau are strengthened to participate in hapu development, which can lead to Iwi leadership.
- The teachings for this model are contained within the Dynamics of Whanaungatanga Model of Pa Henare Tate.



Mana Connected Whanau Ora & Clinical Governance

Clinical Governance

- Medical Model
- For: DRs, Nurses, HCA, Allied Practitioners
- Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; ensure whanau ora programmes and member primary care services are clinically safe and effective (including whanau ora plans, etc); to work in a whanau centred Connected Mana Model, which also develops the whanau ora workforce.
- Development of the clinical workforce nationally
- Keep the Coalition informed of emerging clinical changes
- Health & Wellbeing from a clinical perspective



Working together to meet Whanau need and achieve Whanau Ora

Whanau Ora Governance

- Cultural Model
- For: Genealogists, Tohunga, Rongoa Practitioners, Mirimiri, Kaumatua & Kuia, CSW, HC Workers
- Example Roles: reduce and eliminate cultural barriers across health and social services; maintain the mauri, mana and cultural integrity of whanau ora; ensure whanau ora programmes and member primary care services are culturally safe and effective (including whanau ora plans, workforce development, etc); work collaboratively with Hapu and Iwi to roll-out and maintain whanau ora (e.g. lead whanaungatanga practice and change); work in a whanau centred Connected Mana Model, which also develops the clinical workforce
- Health & Wellbeing from a cultural perspective



Whānau Ora outcomes ...

- As Whānau who have used our services have recently stated:

“Our lives have been transformed. We feel in control of our future and strengthened in moving forward as a Whānau. We feel our stress has been greatly lessened and we can see our children being able to move ahead and manage our own lives. We feel ‘better off’ as a result of participating in the IMAP programme” (Maori Whānau, Mum, Dad and four children)



Case Studies...

- Recent **case studies** (July 2010), of Whānau who have used the IMAP service provide evidence of Whānau Ora outcomes success.
- Highlights include:
 - Confirmed **Whānau ownership** of goal-oriented plans that have been achieved with the 50:50 contribution of the Whānau and the provider;
 - Whānau are **motivated** to achieve “**life-changing**” outcomes;
 - Whānau experience **less stress**;
 - Whānau feel that they are more **nurturing, better connected** and **working as a ‘whole Whānau’**;
 - Whānau competencies have been realized with **new knowledge, skills** and **collective capability**;
 - Whānau transition **out of crisis to self-determined success**;
- Whānau outcomes include: **improved health status linked to disease management; permanent, safe and non-crowded housing; employment; recruitment into the Armed Forces; less stress; knowledge and capacity development; increased confidence; more control over the future; improved grandparenting skills; improved parenting skills; identified Whānau leaders; more Whānau role models; healthier lifestyles.**



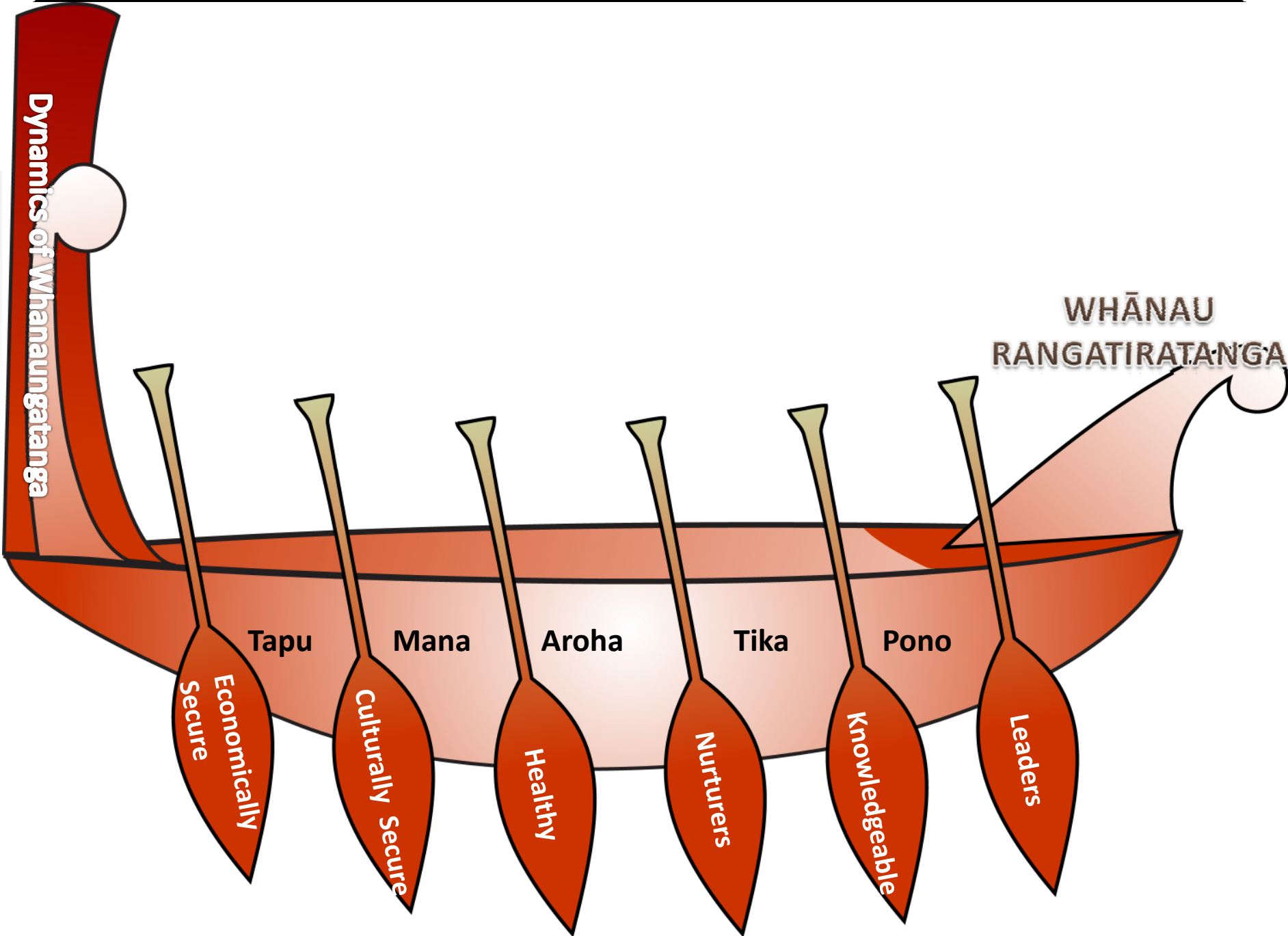
Online and Postal Surveys

- Significantly, the MHP service is proving effective with most respondents stating they feel “**better off**” as a result of their MHP.
- Most respondents (84%) feel “**better off**” as a result of their MHP and indicated that their **quality of life had improved** and that they now had the **knowledge to continue to improve** their health and wellbeing
- However, a small proportion of respondents (13%) **did not feel ‘better off’** indicating that they were **continuing to struggle with their chronic condition** and felt unsupported or ignored
 - *Extract from the Inaugural My Health Plan Whanau Satisfaction Survey, 2010*



WHANAU ORA SYSTEMS





WHĀNAU RANGATIRATANGA

Confident, capable (i.e. self managing) and healthy whānau with restored Tapu and Mana (i.e. Dignity) providing a safe and nurturing environment for their children

Whanau are economically secure (Hoe 1)

Whanau are economically secure; they are financially literate and they have an income that meets their needs; whanau engage in wealth creation activities; whanau have the economic capacity to achieve their future aspirations.

Whanau are culturally secure (Hoe 2)

Whanau are culturally secure; they have capacity and skills in Te Reo Me Ona Tikanga and Te Ao Maori; whanau are kaitiaki of intergenerational culture; whanau have the cultural capacity to achieve their future aspirations

Whanau are healthy (Hoe 3)

Whanau are healthy, they enjoy a high quality of life and live healthy lifestyles; they are health literate and have the capacity, confidence and skills to access, use and assess services that meet their needs across a continuum of care (from birth to end of life); whanau have hauora capacity to achieve their future aspirations

Whanau are nurturers (Hoe 4)

Whanau nurture whanau; they are connected and build on their strengths, they sustain positive relationships, they are self-managers and are supported to provide safe environments; whanau have nurturing capacity to achieve their future aspirations.

Whanau are knowledgeable (Hoe 5)

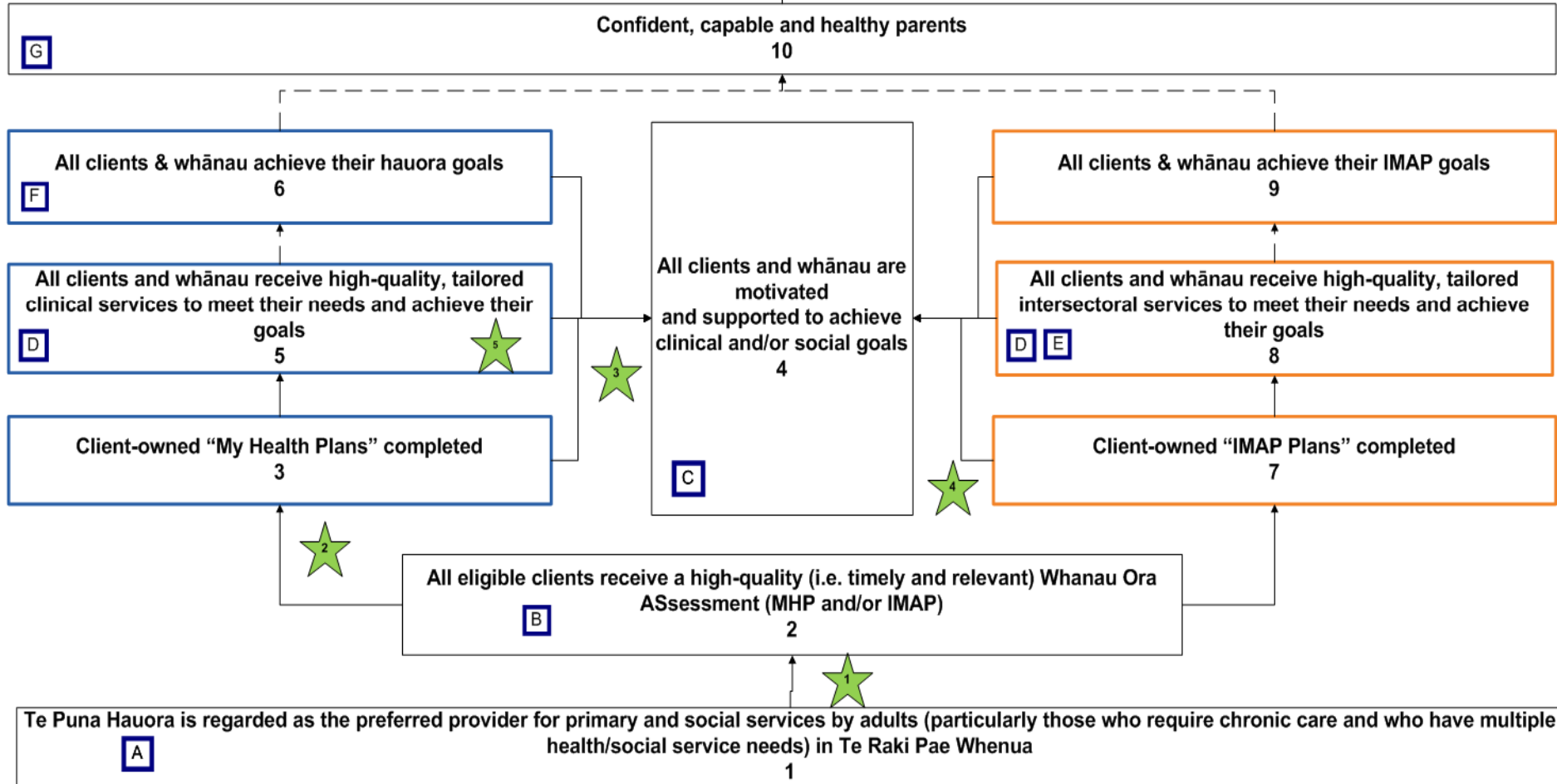
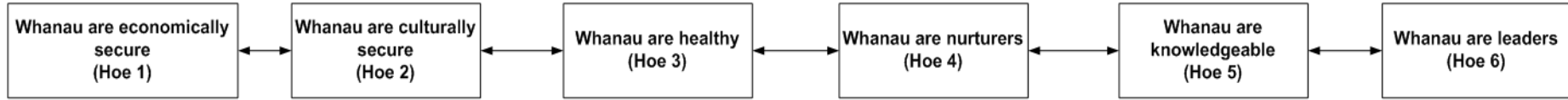
Whanau are knowledgeable; they prioritise the growth and development of all forms of knowledge, education and skills; whanau have knowledge capacity to achieve their future aspirations.

Whanau are leaders (Hoe 6)

Whanau are leaders and fully participate in a variety of society, community and citizenship activities; whanau have leadership capacity to achieve their future aspirations

WHĀNAU RANGATIRATANGA

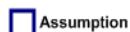
Confident, capable (i.e. self-managers) and healthy whānau with restored Tapu and Mana (i.e. Dignity) providing a safe and nurturing environment for their children



LEGEND



Strategy Descriptor



Assumption



Strategy



Domino Effect (no strategy required to achieve outcome)



Clinical Pathway



Social Services Pathway

Updated: 29-04-10

Overview of Auahatanga Innovation Contract

- Te Ao Auahatanga:
 - Create, develop and share innovative practices;
 - Expand on successful models, programmes and services;
 - Provide a forum for information exchange and facilitating research/best practice guidance;
- Te Kakano – Seeding Innovation:
 - Progressive Provider Framework;
 - Encourage and support new ideas, systems, processes and Whanau Ora focused services



IT Developments

MedTech-32 Te Puna Hauora

File Edit Patient Module Report Tools Utilities Setup ManageMyHealth Window Help

MOUSE, Mrs Mickey (9.1) N3 - C ABC1235 SN PDNA TP
15 Raleigh Road, Northcote, 4871234, 021234567 02 Jul 2002 8 yrs Female Other 0.00 CR A

New IMAP Comprehensive Assessment (Te Puna Hauora)

WHANAUNGATANGA ... ECONOMIC FINANCIAL CULTURAL EDUCATION HEALTH ... Social/Justice More Audit

Date of Assessment Hapu WHAKATU OHERE/ EMERGENCY CONTACT(S)

Forms been signed, explained and given to client? Surname

Consent Do you have a partner? Partner's Name Given Name

Complaints Procedure Form Partner's D.O.B. Address

Service Agreement Form Ethnicity Phone Number

Inter Whanau Dynamics

Surname: Iwi Relationship

Given Name: Hapu

D.O.B. Ethnicity

Iwi

- Whanaugatanga
- Economic
- Financial
- Cultural
- Education
- Health
- MSD/Justice
- More
- Comprehensive assessment
- Whanau Management Tool

Print OK Cancel Help

ITX10803 JR Northcote Clinic (M)

Start MedTech-32 Document1 - Microsoft ... Search Desktop 5:30 p.m.